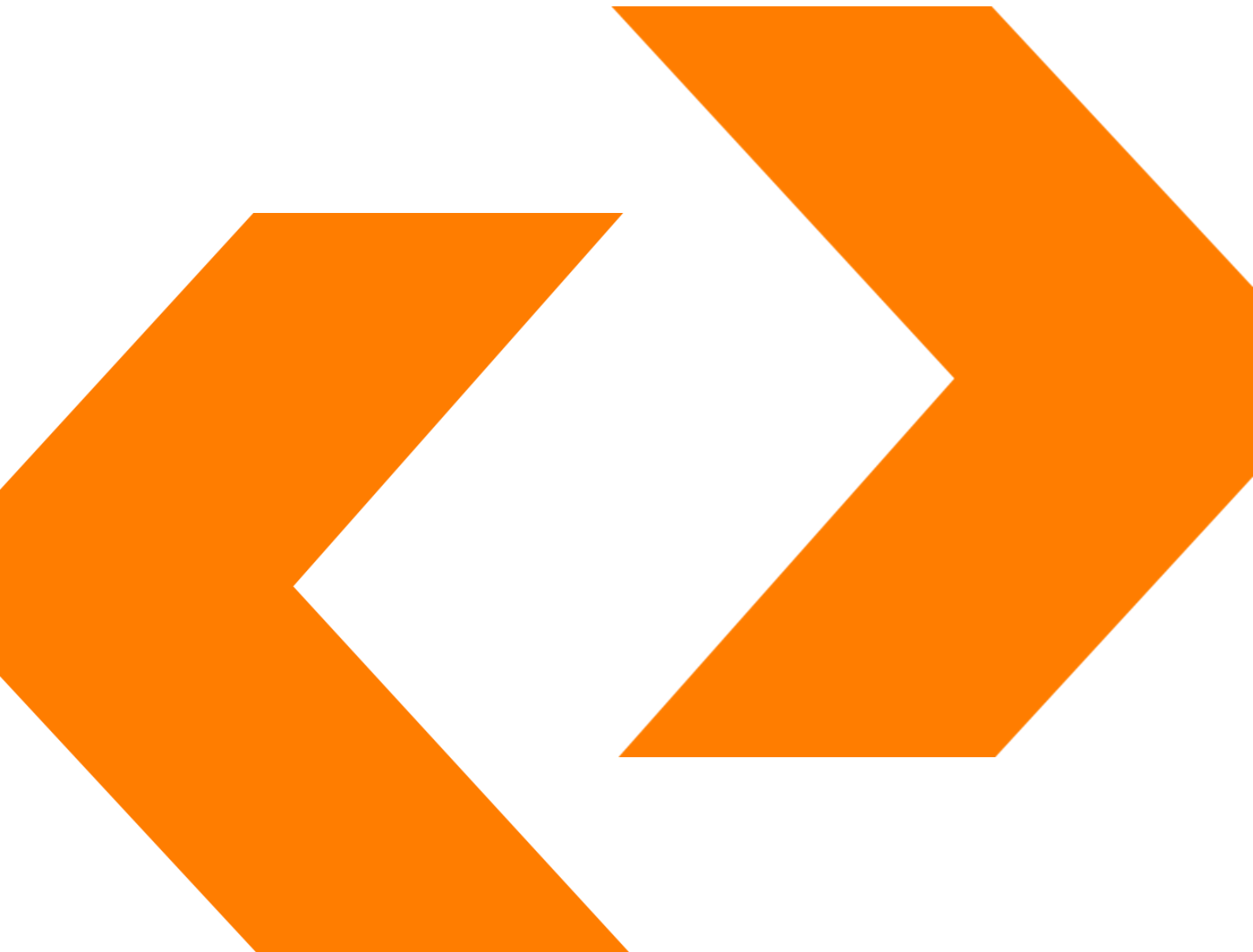


Complaints mechanism

TAKKT AG

**Rules of procedure for
whistleblowers**



The expectations regarding respect for and compliance with human rights and environmental due diligence obligations are part of the TAKKT AG¹ principles for a future worth living. They are directed at all Group companies and employees. In addition, our company expects all suppliers along the supply chain to adhere to these principles and fulfill the requirements set out in our Business Partner TAKKT AG Code of Ethics.

We respect and comply with all applicable laws, regulations, our internal policies and guidelines. We ensure that we understand all relevant laws and regulations before engaging in business activities, comply with their principles and ensure through our actions that we do not inadvertently violate these laws. This is stated in our [TAKKT Code of Ethics](#).

Standardized processes and professional handling of reports and complaints by internal persons with expertise are the basis for a transparent complaints procedure. The complaints procedure described here supports TAKKT in recognizing possible violations of human rights and environmental due diligence obligations at an early stage and initiating the necessary countermeasures to remedy them.

The most important information on the complaints procedure is presented below.

1. For which indications and complaints can the procedure be used?

Information on human rights or environmental risks and information on violations of human rights or environmental due diligence obligations can be reported. The information or complaints can relate to TAKKT's own business division, the supply chain or other TAKKT business partners.

The human rights and environmental protection positions include (but are not limited to)

- Respect for human dignity,
- Rejection of child labor,
- Rejection of forced labor,
- Humane treatment, anti-discrimination and diversity,
- Ensuring health and safety in the workplace,
- Right to organize and collective bargaining,
- Fair working conditions and remuneration,
- Equal opportunities for career development,
- Protection of soil, water, air, biodiversity and cultural assets,
- Reduction of environmental pollution and conservation of resources,
- Safe handling of hazardous substances,
- Responsible handling of waste water and solid waste,
- Prevention and emergency preparedness.

¹ TAKKT is used as a synonym for TAKKT AG in the following.

2. Who can use the complaints procedure?

Any person who observes or perceives human rights or environmental risks or violations of human rights or environmental due diligence obligations can submit information or complaints. The person does not have to be personally affected. Both TAKKT-internal and external persons can submit reports.

TAKKT expressly encourages all employees and trainees, interns and working students to provide information - as well as employees of TAKKT's direct and indirect suppliers and business partners.

The whistleblower does not incur any costs when using the complaints procedure.

3. How is the whistleblower protected?

TAKKT does not tolerate any pressure, coercion or reprisals against whistleblowers and intermediaries, but also all other persons who contribute to promoting compliant behavior. Every whistleblower who does not intentionally or grossly negligently report false information enjoys protection against reprisals of any kind that can be traced back - even if only indirectly - to the whistleblowing or the complaint, insofar as this is legally possible for TAKKT.

The identity of the person providing the information or any information that allows conclusions to be drawn about their identity (e.g. age, gender, etc.) will always be treated confidentially and will not be disclosed at any time, unless the information must be disclosed due to legal regulations (e.g. in connection with an investigation or criminal proceedings). Furthermore, all information or complaints received and the information contained therein will be treated confidentially. TAKKT will at all times keep the circle of persons who have extensive knowledge of and access to the confidential information as small as possible.

If desired, the whistleblower can also submit their tip anonymously. In this case, TAKKT will not take any measures to determine the identity of the whistleblower. If it is possible to draw conclusions about the identity of the person providing the information based on the content of the information, TAKKT will treat this information confidentially.

The principles of the General Data Protection Regulation and the Federal Data Protection Act are observed. Information on the handling of personal data is compiled in our [data protection information on the TAKKT information system](#).

4. Which contact options can be used to submit information and complaints?

TAKKT has various internal and external channels for the submission of complaints, information or tips.

4.1. Compliance Helpline -Portal®

The [Compliance Helpline](#), TAKKT's electronic, multilingual whistleblowing system, is available to all whistleblowers. Reports and complaints can be submitted anonymously around the clock. Communication with the reporting person is also possible anonymously via a mailbox.

4.2. Postal

Information and complaints can also be submitted to TAKKT Compliance by post or by internal mail:

TAKKT AG
Compliance
Presselstrasse 12
70191 Stuttgart

or by e-mail to compliance@takkt.com

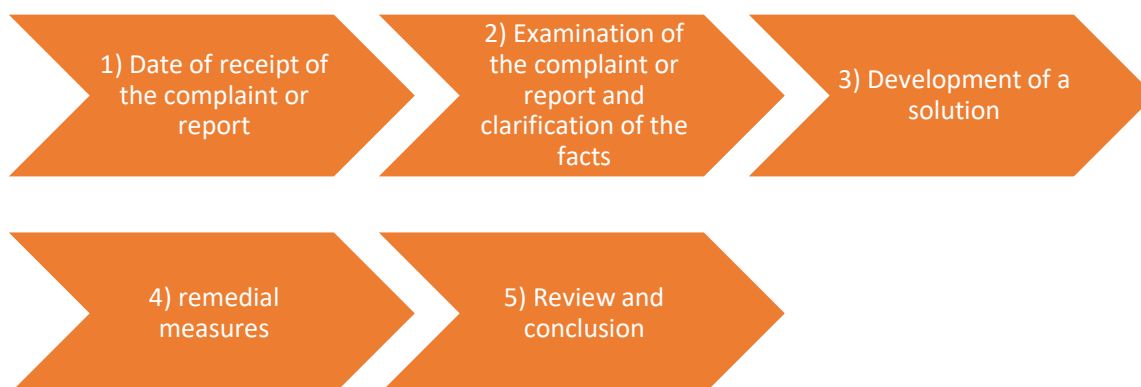
4.3. Personal

If a personal meeting is desired, an appointment can be arranged in advance via compliance@takkt.com. This ensures that a TAKKT compliance officer is available for a personal meeting.

4.4. TAKKT employees

TAKKT employees can turn to several contact persons at any time if they are unsure or wish to report a problem. A detailed overview of all (also anonymous) reporting options is available on the [TAKKT intranet](#), including the respective contact and access data.

5. How does the complaints procedure work?



5.1. Receipt of the complaint or notification

Receipt is confirmed and documented to the person providing the information.

5.2. Examination of the complaint or tip-off and clarification of the facts

The complaint or tip-off will be reviewed by TAKKT's internal compliance experts. The named employees act impartially. They are trained to carry out this activity and are not bound by instructions.

If the information or complaint is plausible and there is an initial suspicion of potential human rights or environmental risks or violations of human rights or environmental aspects, an appropriate investigation of the case follows and the further procedure and responsibilities are determined.

If the justification is not sufficient, contact will be made - as far as possible - with the whistleblower so that additional information can be provided by the whistleblower if necessary.

If the additional information does not lead to a better understanding, the procedure is discontinued and the parties involved are informed. In the event of a rejection, the person providing the information will receive a statement of reasons.

If the reported issue does not fall within the scope of the Supply Chain Due Diligence Act, the whistleblower will also receive information.

5.3. Development of a solution

Based on the clarification of the facts, a proposal for remedial action is drawn up in consultation with the whistleblower. If necessary, agreements on compensation are also made.

5.4. Remedial measures

The agreed remedial measures are implemented and followed up.

5.5. Review and conclusion

At the end of the case, a summary report is drawn up with the results of the investigation of the case. The effectiveness of the corrective measure(s) is followed up and the protection of the whistleblower against reprisals is kept in mind wherever possible.

If necessary and possible, contact is also maintained with the person providing the information at this time.

6. Effectiveness test

The effectiveness of the procedure is reviewed annually and on an ad hoc basis. If necessary, adjustments are made to the procedure or the corrective measures that have been taken.